

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Frederic P. Messinger and Bruce E. Nevin
Application No.: 09/345,903 Group: 2174
Filed: July 1, 1999 Examiner: Tran, Mylinh T.
Confirmation No.: 1807
For: Method and Apparatus for Software Technical Support and Training



CERTIFICATE OF MAILING OR TRANSMISSION

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Denise Caradzo

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Denise Caradzo

Typed or printed name of person signing certificate

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an Amendment for filing in the above-identified application.

[] Small entity status of this application under 37 C.F.R. 1.9 and 1.27 has been established by a Small Entity Statement previously submitted.

[] A Small Entity Statement to establish small entity status under 37 C.F.R. 1.9 and 1.27 is enclosed.

The fee has been calculated as shown below:

	(COL. 1)		(COL. 2)	(COL. 3)	SMALL ENTITY	OTHER THAN SMALL ENTITY
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDT. FEE
TOTAL	34	MINUS	* 34	0	X \$ 9	\$
INDEP						
			** 4	0	X \$43	\$
FIRST PRESENTATION OF MULTIPLE DEP. CLAIM						
					+ \$145	\$
OR						
					X \$18	\$ 0
					X \$86	\$ 0
					+ \$290	\$

* not fewer than 20

** not fewer than 3

TOTAL = \$ 0

TOTAL = \$ 0

Please charge Deposit Account No. 08-0380 for the following fees:

[X]	Petition for one month Extension of Time	\$ <u>110</u>
[]	Amendment Fee	\$ <u> </u>
[X]	Other Fees:	
	Request for Continued Examination	\$ <u>770</u>
		\$ <u> </u>
		TOTAL: \$ <u>880</u>

A check is enclosed in payment of the following fees:

[]	Petition for one month Extension of Time	\$ <u> </u>
[]	Amendment Fee	\$ <u> </u>
[]	Other Fees:	
		\$ <u> </u>
		\$ <u> </u>
		TOTAL: \$ <u>0</u>

[X] A general authorization is hereby granted to charge Deposit Account No. 08-0380 for any fees required under 37 C.F.R. 1.16 and 1.17 in order to maintain pendency of this application. A copy of this authorization is enclosed for accounting purposes.

Respectfully submitted,

HAMILTON, BROOK, SMITH & REYNOLDS, P.C.

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Dated: 8/9/04